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Job details

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Bulletin Number	33173BR
Type of Recruitment	Open Competitive Job Opportunity
Department	Mental Health
Position Title	PROGRAM DIRECTOR, CONSUMER RIGHTS AND ADVOCACY
Additional Title	Program Director, Consumer Support and Advocacy
Exam Number	28152H
Filing Type	Open Continuous
Filing Start Date	03/13/2014
Salary Type	Monthly
Salary Minimum	7605.45
Salary Maximum	9974.64
Position/Program Information	The positions allocable to this class report directly to and receive general administrative direction from the Director of Mental Health. The Program Director, Consumer Support and Advocacy, is responsible for the development, implementation, and administration of services and initiatives ensuring the empowerment of clients, family members and community advocates within the mental health systems, including:

Essential Job Functions

- Provides oversight and direction for the Office of Consumer Support and Advocacy incorporating DMH's vision of partnering with clients, families and the community to create hope, wellness and recovery.
- Develops and makes recommendations regarding proposed policy issues relevant to the mental health consumer advocacy community, recovery-oriented programming and consumer-run service programs.

- Develops and makes recommendations regarding proposed policy issues that supports peer advocates and a successful work experience.
- Carries out assignments at the request of the Director, Chief Deputy Director and Medical Director.
- Sets standards and direction for the Office of Consumer Support and Advocacy incorporating DMH's vision of partnering with clients, families and the community to create hope, wellness and recovery.
- Recruits, hires, orients and provides training to all staff.
- Provides supervision and direction for all staff within the Office of Consumer Support and Advocacy.
- Implements program projects, policies and procedures. Develops and makes recommendations regarding programs within the County of Los Angeles that supports consumers in recovery, and supports peer advocates in their role.
- Develops programs and advocacy perspectives that ensures fair and accurate representation of mental illness, and that combats the stigmatization of those with mental health issues.
- Oversees and directs the Consumer Rights component of the Los Angeles County Department of Mental Health (DMH) LPS Designation Training Program.
- Develops trainings regarding consumer employment, group facilitation and the self-help/recovery model.
- Responsible for the development of the annual countywide conferences that supports consumers and peer advocates in recovery and their involvement in all aspects of the mental health system including governance.

- Provides the DMH with potential legislative information from the consumer perspective.

Requirements**Selection Requirements:**

Option I: A Master's degree** from an accredited* college or university with specialization in Clinical Psychology, Public Health, Social Work or the Behavioral Sciences - AND - Five (5) years of experience in community mental health work, two (2) years of the required five (5) years must have been in a supervisory capacity. One (1) year of the required five (5) years must have been working as a mental health professional in a patients' rights or patient advocacy program. -OR-

Option II: A Bachelor's degree** from an accredited* college in one of the the above disciplines -AND- Six years of experience in community mental health work, three (3) years of the required six (6) years must have been in a supervisory capacity. Two (2) years of the required six (6) years must have been working as a mental health professional in a patients' rights or patient advocacy program.

*Applicants must complete and submit a mandatory **Supplemental Questionnaire** as an integral part of their application. The link to the Supplemental Questionnaire Form is located in the "Application and Filing Information" section below.*

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Desirable
Qualifications**

- Experience managing a consumers' program/office or patient advocacy program/office .
- Knowledge/skills working with the consumer advocacy community, consumer-run programs for persons with mental health and substance use disorders, and community-based and government organizations. Demonstrated ethics and respect for the right of the individual and the community.
- Ability to promote and maintain consumers' confidence and trust in the work of consumer rights and advocacy.
- A Ph.D. or other advanced degree** (e.g. Juris Doctorate, MD) from an accredited college or university with concentration in law, social work, psychology, public health, public policy, peer specialist, nursing, health administration, human services or closely related field.
- Experience developing a Peer Advocacy and/or Peer Training Program for individuals with lived experience of mental illness and/or substance abuse.
- Experience developing and implementing policies, procedures, and systems governing program operations to meet California State Department of Mental Health laws, rules, regulations, and requirements.
- Knowledge/skills and understanding of Mental Health Services Act (MHSA), MHSA stakeholder partnership building process, and mental health recovery principles.
- Ability to demonstrate transformational (vision, motivation and consensus/coalition building, conflict resolution skills) and strong transactional (management, organizational and training skills)

leadership.

- Goal-driven and results-oriented individual with passion and persistence working with consumers, families and organizations centered on mental health and substance use issues.
- Excellent written and oral communication skills.
- Strong leadership and management skills.

Special Requirement Information

**In order to receive credit for any type of college degree such as Bachelor, Master degree, you must include a legible copy of the official diploma, official transcripts, or official letter from the accredited institution which shows the areas of specialization, at the time of filing or within 15 calendar days from the filing date.

Accreditation Information

*Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

Examination Content

This examination will consist of a qualifying assessment of each candidate's background on the basis of information submitted on the Los Angeles County Application and Supplemental Questionnaire Form at the time of filing to determine the level and scope of the candidate's preparation for this position. The candidates with the highest qualifications as determined by the screening process will be invited to the interview weighted 100%. The interview will assess education, experience, personal fitness

and general knowledge and abilities to perform the duties of the position.

You must achieve a passing score of 70% or higher in this examination in order to be placed on the Eligible Register.

Special Information

Past and present mental health clients and family members are encouraged to apply.

Vacancy Information

The resulting eligible register for this examination will be used to fill a vacancy in the Department of Mental Health, Consumer Support and Advocacy.

Eligibility Information

The names of candidates receiving a passing grade in this examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

No person may compete for this examination more than once every twelve months.

Available Shift

Any

Job Opportunity Information

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

Social Security Act of 2004: Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-

800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.

Record of Convictions: A full disclosure of all convictions is required. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.

Veterans Preference Credit: Veterans Preference Credit of 10 points will be added to the final passing grade in any open competitive examination if you are an honorably discharged veteran who served in the Armed Forces of the United States: · During a declared war; or · During the period April 28, 1952 through July 1, 1955; or · For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or · In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans preference. If you are unable to provide any documentation at the time of filing, the 10 points will be withheld until such time it is provided.

Application and APPLICATIONS MUST BE FILED ON-LINE

**Filing
Information**

ONLY. APPLICATIONS SUBMITTED BY U.S. MAIL, FAX, OR IN PERSON WILL NOT BE ACCEPTED. This examination will remain open until the needs of the service are met and is subject to closure without prior notice.

Fill out your application form and supplemental questionnaire completely. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job.

Click on the link below to access the Supplemental Questionnaire:

http://file.lacounty.gov/dhr/ehr/cms1_210441.doc

INSTRUCTIONS FOR FILING ONLINE:

To apply online, click on the tab above or below this bulletin that reads, Apply to Job so you can apply online and track the status of your application.

APPLICANTS MUST COMPLETE AND SUBMIT THEIR JOB APPLICATIONS AND UPLOAD REQUIRED OR ADDITIONAL DOCUMENTS (e.g. Supplemental Application Form, Resume) AS ATTACHMENT(S) AT THE TIME OF FILING. **Note: If you are unable to attach required documents, you may email them to Celia Yeung, cyeung@dmh.lacounty.gov within five (5) days of filing. Please include exam title and exam number.**

The acceptance of your application depends on whether you have clearly shown that you meet the REQUIREMENTS . Please fill out the application completely and correctly to receive full credit for any related education, training, and job experience. In the space provided for education, include the names and addresses of

schools attended, titles of courses completed, dates completed, and number of credits and/or certificates earned. For each job held, give the name and address of your employer, your job title, beginning and ending dates, description of work performed, and salary earned. All information supplied by applicants is subject to verification. Applicants may be rejected at any stage of the selection process.

County of Los Angeles Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

Department Contact Name	Celia Yeung
Department Contact Phone	213-637-4596
Department Contact Email	cyeung@dmh.lacounty.gov
ADA Coordinator Phone	213-738-2823
Teletype Phone	800-735-2922
California Relay Services Phone	800-735-2922
Job Field	Social Services
Job Type	Officials and Administrators

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